

# ROCKDALE COUNTY, GEORGIA

## *REQUEST FOR VOUCHER CHECK*

DATE: 8/17/2016  
PAYABLE TO: Rockdale Hospital /421188, 421187, 478993, 421186, 425624  
ADDRESS: 1412 Milstead Avenue  
CITY, STATE, ZIP: Conyers, GA 30012  
VENDOR #

| ACCOUNT #          |  |              |
|--------------------|--|--------------|
| 505-1515-111900-44 | Billing adjustment-<br>Billing adjustment period - Feb 2009 / November 2015<br>(Additional details attached)<br><br><b>**DO NOT MAIL CHECK - GIVE TO AL FORD</b> | \$ 50,000.00 |

The above expenditure is necessary for the operation of the County and a purchase order has not been issued for same.

TOTAL

\$ 50,000.00



Department Head/Elected Official

This request for voucher has been reviewed by the Finance Department for conformance to purchasing rules.

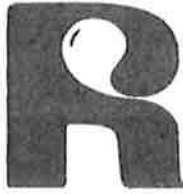
The amounts stated on this REQUEST FOR VOUCHER have been verified as being available from unencumbered County Funds.

Initials

Date

2016-326

Board of Commissioners  
Richard A Oden, Chairman and CEO  
Oz Nesbitt, Sr., Commissioner Post I  
(Dr. Doreen Williams, Commissioner  
Post II



Rockdale Water Resources

Rockdale Water Resources  
Dwight S. Wicks, Director  
Phone: 770-278-7412  
Facsimile: 770-918-6796

REQUEST FOR BILLING ADJUSTMENT SETTLEMENT REFUND AND RELEASE

1. Date 8/17/2016  
2. Account Name Rockdale Hospital  
3. Account No – Location No. 421187-121187/425624-125624/421188-121188  
4. Reason for Refund Billing Error  
5. Refund Reference Period February 2009 / November 2015  
6. Refund Amount \$50,000 check and  
\$166,384.57 credited to above three accounts  
Total Amount due = \$216,384.57

| Refund Request<br>Type: | (please check all that are<br>applicable) |
|-------------------------|---|
| County                  | X   |
| Water                   | X   |
| Sewer                   | X   |
| Fireline                | X   |
| Detector Check          | X   |
| Non-Residential         | X   |

Based upon the attached supporting documentation, the applicant is eligible for the refund amount listed above in No.6

Customer Statement of Affirmation

"I, Diane Roth hereby waive and release any and all claims against Rockdale County Georgia and Rockdale Water Resources, and their employees, agents, officials, and contractors that I (or the entity that I represent) may have against said persons and entities for the time period referenced above. Moreover, I represent that I have the legal authority to bind myself and the entity described herein to the terms described herein. Finally, I pledge that the facts contained herein are true and correct to the best of my knowledge, and I understand that it is a crime under Georgia law to make a material misrepresentation of fact to a government entity."

Diane Roth, Rockdale Medical Center  
Customer Signature & Date

770.918.3101 Diane.roth@CRNT.NET  
Telephone Number & Email Address

1412 Milstead Ave NE, Conyers GA 30012  
Address of Person Signing Document

[Signature] 8-29-16  
Prepared and Approved by Customer Ser. Date

[Signature] 8-30-2016  
Approved By RWR Director Date

Approved by Finance Director Date



**Rockdale Water Resources**

6/10/2016

Account: Rockdale Hospital- non –residential account – locations #425624, 421187, 478993 and 421186

1400 & 1412 Milstead Ave, Conyers, GA

**Net Billing Adjustment = \$ 216,384.57**

Rockdale Audit Adjustment Summary: (Report states actual billings & payments vs. what should have been billed for net amount owed)

- Billing for account #425624 has been incorrect since a register change on the compound meter was made Jul 2011. **Account was inaccurately billed W&S from Jul 2011 through Oct 2015.** Also incurred additional volume due to meter repair (throttle part) for W&S Oct 2014 - Nov 2015.
- **Account #421187 was incorrectly billed for 6" non- residential meter W&S base fees** but should have been billed for 4" meter W&S base fees from Dec 2009 – Oct 2015.
- **Account #478993 was never billed Feb 2009 – Oct 2015 for 6" fireline base fee and detector check** discovered on property as a result of internal audit.
- **Account #421186 was never billed Feb 2009- Oct 2015 for 8" fireline** discovered on property during internal audit.
- **Account 421188 was never billed Feb 2009 – Oct 2015 for 5/8" detector check** discovered on property during internal audit.

**Sources:**

- UMS Software, Cogsdale Software, Engineering & Meter Reading Field Audits & Rate Schedules

**How Discovered:**

- Ethan Lucht, Audit @ Chelepis & Associates, Inc. emailed RWR inquiring about billing rates and discrepancies in billing for account #425424.
- Escalated to Billing Supervisor and discovered that account was doubling the W&S volume on compound meter #702180069 from Jul 2011 to Oct 2015 due to meter configuration.
- Referred to Customer Service Manager for further action.
- Meter Reading & Engineering conducted a visual audit and confirmed what was in ground for all Rockdale Hospital accounts.
- All other billing changes were a result of the internal audit completed by Engineering & Meter Reading field personnel.

**What Happened:**

Billing for water & sewer volume was doubled due to account being set-up improperly. Also, account was incorrectly being billed for a 6" meter instead of a 4" meter and other meters in ground not being billed.

**Fixes:**

Application Analyst ran queries to find similar situation and correct if needed, physical was performed audit of all meters on grounds and account is verified on next billing cycle for accuracy.

10/15/2015 (ACCOUNT ACTIVITY CUSTOMER SHOULD HAVE BEEN BILLED)

|  |          |         |             |             |
|--|----------|---------|-------------|-------------|
| Rockdale Hospital 421188 -Discovered there was a 5/8 Detector Check on property never billed |          |         |             |             |
| 1412 Milstead Ave  | Base Fee | #Months | Det Check   |             |
| Feb 2009 -Oct 2015   | \$ 13.00 | 80      | \$ 1,040.00 |             |
| Sub Totals   |          |         |             | \$ 1,040.00 |

Totals \$ 1,040.00

|   |                        |                        |                  |              |
|---|------------------------|------------------------|------------------|--------------|
| Rockdale Hospital 421187 4" non-res: 4" non-residential meter W&S wasn't billed but was billed base fees and volume for 6" meter (Difference) |                        |                        |                  |              |
| 1412 Milstead Ave   | Water Base Fees (Diff) | Sewer Base Fees (Diff) | Total Difference | Months       |
| Dec 2009 -Oct 2015  | \$333.35               |                        | \$666.70         | 70           |
| Sub Totals  |                        |                        |                  | \$ 46,669.00 |

Total \$ 46,669.00

|   |                |         |                |              |
|---|----------------|---------|----------------|--------------|
| Rockdale Hospital 478993 Discovered there was a 6" Fireline & Detector Check on property never billed |                |         |                |              |
| 1412 Milstead Ave   | Water Base Fee | #Months | Total Base Fee |              |
| Feb 2009 -Oct 2015  | \$ 183.00      | 80      | \$ 14,640.00   |              |
| Feb 2009 -Oct 2015  | \$ 13.00       | 80      | \$ 1,040.00    |              |
| Sub Totals  |                |         |                | \$ 15,680.00 |

Total \$ 15,680.00

|   |                |         |                |              |
|---|----------------|---------|----------------|--------------|
| Rockdale Hospital 421186 -Discovered there was a 8" Fireline on property never billed |                |         |                |              |
| 1412 Milstead Ave   | Water Base Fee | #Months | Total Base Fee |              |
| Feb 2009 - Oct 2015   | \$ 263.00      | 80      | \$ 21,040.00   |              |
| Sub Totals  |                |         |                | \$ 21,040.00 |

Total \$ 21,040.00

|                          |   |             |             |            |              |              |               |  |  |  |
|--------------------------|---|-------------|-------------|------------|--------------|--------------|---------------|--|--|--|
| Rockdale Hospital 425624 | ACTUAL billings for 8" Nonresidential Meter! Overbilled due to compound meter issue on meter #702150069 doubled the volume on W&S due to meter configuration) |             |             |            |              |              |               |  |  |  |
| 1412 Milstead Ave        | Water Rate  | Water Usage | Water Total | Sewer Rate | Sewer Usage  | Sewer Total  |               |  |  |  |
| Jul 2011 - Dec 2012      | \$3.21  | 11,852      | \$38,044.92 | \$ 4.10    | 11,852       | \$ 48,593.20 |               |  |  |  |
| Jan 2013 - Dec 2013      | \$3.74  | 8,426       | \$31,513.24 | \$ 4.72    | 8,426        | \$ 39,770.72 |               |  |  |  |
| Jan 2014 - Dec 2014      | \$4.07  | 7,180       | \$28,222.60 | \$ 5.43    | 7,180        | \$ 38,987.40 |               |  |  |  |
| Jan 2015 -Oct 2015       | \$4.07  | 4,002       | \$16,288.14 | \$ 6.24    | 4,002        | \$ 24,972.48 |               |  |  |  |
| Sub Totals               |   |             |             | 31,460     | \$115,068.90 | 31,460       | \$ 152,373.80 |  |  |  |

Total \$267,392.70

|                          |  |             |             |            |             |              |       |              |  |  |
|--------------------------|--|-------------|-------------|------------|-------------|--------------|-------|--------------|--|--|
| Rockdale Hospital 425624 | Additional usage fees due to meter repair of throttle part |             |             |            |             |              |       |              |  |  |
| 1412 Milstead Ave        | Water Rate   | Water Usage | Water Total | Sewer Rate | Sewer Usage | Sewer Total  |       |              |  |  |
| Oct 2014 - Nov 2015      | \$4.07   | 6,297       | \$25,628.79 | \$ 5.43    | 1,654       | \$ 8,981.22  |       |              |  |  |
| Oct 2014 - Dec 2014      |  |             |             | \$ 6.24    | 4,543       | \$ 28,972.32 |       |              |  |  |
| Jan 2015 -Nov 2015       |  |             |             |            |             |              | 6,297 | \$ 37,853.54 |  |  |
| Sub Totals               |  |             |             |            |             |              |       | \$63,582.33  |  |  |

Total

|                                |               |
|--------------------------------|---------------|
| GRAND TOTAL SHOULD HAVE BILLED | \$ 415,404.03 |
| GRAND TOTAL ACTUALLY BILLED    | \$ 631,788.60 |
| OWED TO CUSTOMER               | -216,384.57   |

10/15/2015

Rockdale Hospital

(ACCOUNT ACTIVITY CUSTOMER WAS ACTUALLY BILLED &amp; PAID)

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|                     |  |              |                 |                 |                 |
|---------------------|--|--------------|-----------------|-----------------|-----------------|
| Rockdale Hospital   |  |              |                 |                 |                 |
| 421187              | ACTUAL billings for 6" Meter instead of 4" meter W&S |              |                 |                 |                 |
| 1412 Milstead Road  |  |              |                 |                 |                 |
| Dec 2009 - Oct 2015 | Water Base Fees                                      | # Months     | Total Base Fees | Sewer Base Fees | Total Base Fees |
|                     | \$692.88   | x 70         | \$ 48,501.60    | \$692.88 x      | \$ 48,501.60    |
| Sub Totals          |  |              |                 | \$ 48,501.60    | \$ 48,501.60    |
| Totals              |  | \$ 97,003.20 |                 |                 |                 |

|                     |   |               |              |            |              |
|---------------------|---|---------------|--------------|------------|--------------|
| Rockdale Hospital   |   |               |              |            |              |
| 425624              | ACTUAL billings for 8" Nonresidential Meter( Overbilled due to compound meter issue on meter #702180069 doubled the volume on W&S due to meter configuration) |               |              |            |              |
| 1412 Milstead Ave   |   |               |              |            |              |
| Jul 2011 - Dec 2012 | Water Rate  | Water Usage   | Water Total  | Sewer Rate | Sewer Usage  |
| Jan 2013 - Dec 2013 | \$3.21  | 23,704        | \$76,089.84  | \$ 4.10    | 23,704       |
| Jan 2014 - Dec 2014 | \$3.74  | 16,852        | \$63,026.48  | \$ 4.72    | 16,852       |
| Jan 2015 -Oct 2015  | \$4.07  | 14,360        | \$58,445.20  | \$ 5.43    | 14,360       |
|                     | \$4.07  | 8,004         | \$32,576.28  | \$ 6.24    | 8,004        |
| Sub Totals          |   |               | \$230,137.80 | 62,920     | \$ 49,944.96 |
| Totals              |   | \$ 534,785.40 |              |            |              |

Grand Total Billed

\$ 631,788.60

BOARD OF COMMISSIONERS

**RICHARD A. ODEN, CHAIRMAN AND CEO**  
**Oz Nesbitt, Sr., Commissioner Post I**  
**Dr. Doreen Williams, Commissioner Post II**



**Rockdale Water Resources**

ROCKDALE WATER RESOURCES

**DWIGHT S. WICKS, DIRECTOR**  
**TELEPHONE: 770- 278-7412**  
**FACSIMILE: 770- 278-8918**

**8/17/2016**

**Subject: Details of account credits and voucher request for Rockdale Hospital**

**Net Amount Due: \$216,384.57**

**Transaction Details:**

- A request for voucher check in the amount of \$50,000.00 will be prepared and hand delivered to customer
- Credit will be applied to account 421187 for \$77,000.00
- Credit will be applied to account 425624 for \$71,384.57
- Credit will be applied to account 421188 for \$18,000.00

**Other details attached**

**"Rockdale Water Resources is perfectly positioned to provide the ultimate resource – WATER"**